

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS
OF SAN BERNARDINO COUNTY, CALIFORNIA
AND RECORD OF ACTION**

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December 7, 2004

FROM: **LEYDEN L. HAHN**, Chief Information Officer
Information Services Department

SUBJECT: **CISCO SYSTEMS SMARTnet HARDWARE AND SOFTWARE SUPPORT SERVICES**

RECOMMENDATION: Approve Amendment No. 1 to Agreement No. 04-61 with Cisco Systems for annual renewal from January 1, 2005 to December 31, 2005 for hardware and software support services at a cost not to exceed \$993,628.

BACKGROUND INFORMATION: The County's Wide Area Network (WAN) is a centralized data communications network infrastructure comprised of Cisco routers and switches. This network system is critical to the successful operation of County computer systems and applications that require 24x7 support. The Information Services Department (ISD) provides many maintenance services, but Cisco services are also needed to assure equipment and software updates are readily available.

After an RFP process, the Board approved agreement #04-61 on January 27, 2004 with Cisco Systems for one year, effective January 1, 2004 to December 31, 2004, with an option to renew for two consecutive years at discounted prices with Board approval. Cisco was selected based on their ability to provide the required technical support at the lowest cost to the County.

ISD recommends continuing these contract services to help maintain and support our complex network technologies. These Contract services, formally listed by Cisco as SMARTnet, include hardware replacements, software upgrades, and access to Cisco's Technical Assistance Center (TAC).

County Departments participating in the agreement include Human Services Systems, Arrowhead Regional Medical Center, Sheriff, Probation, ISD, Auditor-Controller/Recorder, Behavioral Health, Economic Community Development, Solid Waste, Consolidated Courts and Child Support. Central administrative management of the contract by ISD is a key requirement in achieving a high level of discount from the vendor.

REVIEW AND APPROVAL BY OTHERS: This item has been reviewed for legal form and content by County Counsel (Regina Coleman, Deputy County Counsel, 387-3266) on November 22, 2004; and reviewed by the County Administrative Office (Tracy Lindsay, Administrative Analyst, 387-4659) on ____, 2004.

FINANCIAL IMPACT: Cost of this contract renewal period of 1/1/05 – 12/31/05 for participating departments will not exceed \$993,628. Each participating department as shown below has confirmed that adequate appropriation is available in their respective budgets to cover their estimated cost share. For ISD, funds were included in our Computer Operations ISF (IAJ-WAN-2855), \$294,578 budget account to cover our contract cost. ISD will collect reimbursement amounts in advance from participating departments and use those funds to pay Cisco.

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The breakdown of retail costs after 22% discount are as follows:

Auditor/Controller	\$ 32,071
Courts	44,327
DBH	4,095
HSS	322,397
ISD	294,578
Probation	983
Sheriff	100,811
ECD	1,884
Solid Waste	226
Child Support	60,742
ARMC	131,514

COST REDUCTION REVIEW: The County administrative office has reviewed this agenda item and concurs with the Department's recommendation based on the need to continue these services to maintain the operational reliability of the County's communications network.

SUPERVISORIAL DISTRICT(S): All

PRESENTER: Leyden L. Hahn, Chief Information Officer, 388-5501